

Position Use Matrix
Front of the House Operations

Position	Small (1-75)	Medium (76 – 199)	Large (200-399)	Ex Large (400 - 799)	Super Large (799+)	Remarks
Front Office Manager			X	X	X	
Desk Clerk Supervisor		*X	X	X	X	* At operations with 76 to 149 rooms, supervises Desk Clerks, and Reservation Agents.
Lead Desk Clerk			X	X	X	
Hotel Night Auditor				*X	*X	*Authorized Duty as Desk Clerk and Manager on Duty
Hotel Desk Clerk	X	X	X	X	X	
Hotel Group Coordinator			*	X	X	* Position authorized at Large operations with 299 rooms or less. At Large operations with 300 + rooms function performed by Reservation Manager.
Reservations Manager			*X	X	X	* Hotel Group Coordinator performs this function in Large operations with 299 rooms or less.
Reservation Agent		X	X	X	X	
Telecommunications Operator		*	**X	**X	**X	* Medium facility alternative staffing (Positions are added to meet peak workload seasons where no telecommunication auto attendant features available). ** Position authorized where no telecommunication auto attendant features available
Bell Person			*X	*X	*X	* Flex Position. Limited use, with unique local justification
Food Service Worker	*	*	**X	**X	**X	* Not authorized In Small and Medium Operations. Housekeeper common areas responsible for Continental Breakfast Operations. ** Responsible for Continental Breakfast Operations. In Large, Ex-Large and Super Large Operations position authorized when existing staff based on local justification cannot handle functions.